

# Claims FAQ

## Invest Nova Scotia Accelerate Program



### 1. How do I submit my claim?

Claims are submitted online at [Invest Nova Scotia Accelerate](#). (The “Submit Claim” button is at the bottom of the page, see screen capture below.) Once your milestones and budget are approved by the program lead you can start submitting claims.

Once you’re ready to submit your first claim, you will be guided by screen prompts to answer a series of questions relating to your company. When you have answered all the questions, a claim form appears on your screen asking for details on your expenses, followed by instructions to upload all supporting documents. Once finalized, you submit your complete claim.

**Please note:** You will need your Invest Nova Scotia customer number and file number (stated in your Letter of Award).

## Submit a Claim

To submit a claim for approved activities completed during the program, please click Submit Claim below to access the form.

[SUBMIT CLAIM >](#)

### 2. Where do I find my customer number and file number?

The customer number and file number is found at the top of page on of your Letter of Award.

### 3. When do I submit my claim?

We recommend submitting claims monthly. Claims must relate to completed activities aligned with your approved milestones and budget. All claims must be submitted no later than two weeks after the program ends. Reference [Invest Nova Scotia Accelerate](#) and your Letter of Award for further information.

### 4. What documents do I submit with my claim?

You need to provide the following three items with each claim:

1. **Completed Expense Form** – This should detail each line item included in your claim.

2. **Supporting Documentation** – For business expenses: an invoice, receipt, or pay stub that shows the work or service that was billed. For founder salaries: salary declaration form and time sheet.
3. **Proof of Payment** – For business expenses: a bank statement showing the expense was paid by your company. The company name must be visible. For founder salary: no proof of payment is required.

**Note:** The invoices and proof of payment documents must be made to/paid by the Company that holds the Letter of Award. Please refer to the [Invest Nova Scotia Accelerate Guidelines](#) and the Letter of Award for eligible expenses.

#### 5. **What is sufficient proof of payment?**

A credit card statement, wire, or e-transfer receipt, which shows the status of the payment as “confirmed” or “complete” are sufficient proof of payment. If payment was made by cheque, send a copy of the front and back of a cheque showing it has been cashed at a financial institution. Payment of costs must be made by the Company that holds the Letter of Award. Screen shots, photos or “snippets” of statement item lines only are not sufficient proof of payment. We require a full statement page including the document and account information usually found at the top of the page.

**Note:** Booking confirmations quoting prices, cheque stubs, and invoices stamped “Paid” are not considered proof of payment.

#### 6. **How do I claim the founder salary portion of my award?**

When you make your first founder salary claim you will attach the Founder Salary Declaration Form. This form is only required for the first salary claim submitted. You can choose to allocate a portion of your award funding to founder salaries or to allocate it all to business expenses. The maximum founder salary allocation is \$15,000. Founder salaries are reimbursed up to a total of \$3,000 per month of the program (total per company, not per person). Here are two example scenarios:

- Scenario 1: Company submits a claim for \$3,000 of founder salary each month of the program for the full five months. Disbursements are made by Invest Nova Scotia at the same cadence that claims are submitted.
- Scenario 2: Company does not claim a salary stipend for the first two months of the program. In month three the company can claim \$9,000 towards founder salaries in that month (three months at \$3,000 per month). They would then be subject to the \$3,000 monthly cap for the remaining months of the program, so they could claim that amount each month or wait until the fifth month to claim the remaining two months of the stipend (\$6,000).

#### 7. **How do I claim the flight Stipend?**

Please refer to the [Invest Nova Scotia Accelerate Guidelines](#) for travel destinations and amount to be claimed. The flight stipend is only eligible for return airfare to and from Nova Scotia. A maximum of two (2) representatives that are reside in Nova Scotia are eligible per trip.

If the project has multiple destinations, claim the highest value destination for the claim. If two (2) representatives have participated in the trip, they must both claim the same destination.

Please submit the flight itinerary and/or invoices to validate the flight stipend. Flight stipends are not eligible for travel to New Brunswick or Prince Edward Island.

**8. How do I claim the per diem rates for accommodations and ground transportation?**

For the per diem rate to be an eligible expense, you must provide proof of travel in the form of the airline boarding passes or hotel invoices to validate the per diem calculation. The eligible rate of \$400 per night is calculated by the number of nights (and not the number of days) to a maximum of seven (7) nights. The per diem includes accommodation and all in-market ground transportation expenses. All accommodation and ground transportation invoices and proof of payment should be kept for five (5) years if required in the event of an audit. Personal travel days and travel of a personal nature are not eligible.

**9. Can I claim the charge from the airline for the baggage and seat selection fees?**

No. The stipend includes all airline-related fees, flight and change fees, baggage fees, and seat selection fees.

**10. What is considered an arm's length relationship?**

**Arms-Length Relationship Definition:**

A business or interpersonal relationship where the parties involved maintain a professional or formal distance from each other, ensuring that transactions and interactions are conducted in an objective and impartial manner. This distance helps prevent conflicts of interest, undue influence, or bias. In an arms-length relationship, each party operates independently and without any special consideration or favoritism towards the other.

**Some examples of Non-Arms-Length Relationships:**

- **Family relationships:** Family relationships include parents, children, cousins, grandparents, siblings, aunts/uncles, in-laws, spouses – all individuals who would benefit from decisions made within a business or financial context due to their relationship. Ex. A company owned by a family member engaging in business dealings with another family-owned business, where preferential treatment or lack of standard business practices might occur.
- **Related Party Transactions:** A corporation engaging in financial transactions with a company where its executives or major shareholders have personal interests, potentially leading to conflicts of interest.
- **Close Friendships:** An employee making hiring or promotion decisions based on personal friendships rather than merit, which could lead to biased outcomes and undermine fairness. Non arm's length includes anyone listed on the RJSC under the applicant company.

**11. How is the incentive paid to me?**

The incentive is only payable against eligible and approved budget items outlined in the Letter of Award. Reimbursement will occur upon completion of expense form and supporting documents including copies of detailed invoices, receipts, proof of payment and Company Declaration form (if applicable) as outlined in the Guidelines and Letter of Award.

For additional information, please refer to the [Invest Nova Scotia Accelerate Guidelines](#) or contact the Program Lead via email [kaitlin.webb@investnovascotia.ca](mailto:kaitlin.webb@investnovascotia.ca).